

**AZNET SLA Scorecard - unaudited**

Service Level Agreement		JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09
<b>SERVICE LEVEL</b>														
Severity 1 Trouble Repair SLA	SLA Status													
	Incident Count	2	0	0	4	1	1	0	3	2	2	0	0	2
	Missed Tickets	0	0	0	0	0	0	0	0	0	0	0	0	1
	Metric*	-2.91	0.00	0.00	-12.97	--3.75	-3.10	0.00	-11.00	-10.60	-7.39	0.00	0.00	0.05
Severity 2 Trouble Repair SLA	SLA Status													
	Incident Count	12	11	12	10	8	9	17	11	19	17	17	16	6
	Missed Tickets	2	0	0	1	0	0	4	1	2	1	0	2	0
	Metric*	-41.24	-55.41	-54.66	-28.04	-40.94	-42.09	-50.47	-48.20	-99.68	-63.56	-67.61	-34.32	-29.89
Severity 3 Trouble Response SLA	Incident Count**	482	440	431	498	440	443	608	558	663	551	540	473	586
	Missed Tickets**	11	7	5	3	2	16	24	13	7	0	0	1	3
	% Met	97.8%	98.4%	98.9%	99.4%	99.6%	96.4%	96.1%	97.7%	99.00	100.00	100.00	99.7	99.5
Trouble Tickets not Reopened		99%	98%	98%	98%	99%	100%	99%	99%	99%	99%	99%	99%	99%
Time to Dispatch Target 98% ***	Incident Count	6	6	3	7	3	4	11	5	13	15	12	12	4
	Missed Tickets	2	1	0	1	0	0	4	2	3	3	2	0	1
	% Met	67%	83%	100%	86%	100%	100%	63%	60%	77%	80%	83%	100%	75%
Chronic Problems	SLA Status													
	Incident Count	0	0	0	0	1	4	3	15	19	6	14	14	7
Tier I Availability ****		99.986%	99.997%	99.998%	99.995%	100.000%	99.995%	99.999%	99.999%	100.000%	99.970%	100.000%	100.000%	100.000%
Tier II Availability ****		99.993%	99.999%	99.999%	99.997%	99.998%	99.934%	99.995%	99.997%	99.999%	100.000%	99.994%	100.000%	98.845%
Tier III Availability ****		99.999%	99.998%	99.997%	99.995%	100.000%	99.999%	99.994%	99.995%	99.986%	100.000%	99.992%	99.990%	99.999%
On-Time Completion of Services Target 95%		95.8%	98.2%	98.6%	97.9%	99.1%	97.0%	97.8%	97.2%	97.7%	98.5%	96.4%	98.4%	99.0%
Service Requests Not Reopened		99%	99%	99%	99%	99%	100%	99.86%	99.67%	99.57%	99.68%	98.32%	99.85%	99.26%
<b>SYSTEM SERVICE LEVELS</b>														
Severity Level I														
Severity Level II														
Tier I Availability ****														
On-Time Completion of Services														
Target Carrier Savings														
SLA Credits (excluding Carrier Savings)						\$49,300	\$200	\$1,600	\$2,400	\$1,300	\$700	\$0	\$0	\$100
Carrier Savings SLA Credits							\$28,214.75							

**Notes:**

- Green means met SLA, Red means missed SLA and service credit paid.
- (\*) Metric shows the total number of hours "under" the SLA target (if negative number) or "over" the SLA target (if positive number).
- (\*\*) SLA not reported, issue resolved through settlement agreement.
- (\*\*\*) Time to Dispatch Severity 1 and Severity 2 only.
- (\*\*\*\*) Type 2 SLA for which no measurement period has occurred.